

SUCCESS

The Customer:

Saint Clare's Health System is northwestern New Jersey's premier community healthcare system, with hospitals in Boonton Township, Denville, Dover and Sussex. Saint Clare's four hospitals and healthcare facilities throughout Morris and Sussex Counties offer a full range of comprehensive medical services, including women's health, maternal-child care, emergency services, pediatrics, behavioral therapy, cardiovascular care, weight loss surgery, and world-class cancer care.

As a Catholic faith-based organization, Saint Clare's Health System is dedicated to improving the health and well being of the community by providing high quality, compassionate care to those in need, with special concern for the vulnerable and poor.

Saint Clare's embraces the values of:

Human Dignity - respect the sacredness of all life by preserving each person's rights in an environment that is safe, secure and free from physical or psychological dangers.

Integrity - say what you mean, do what you say and be accountable for all your actions.

Compassion - genuinely care about everyone's well being, treating all patients with respect, sincerity and courtesy.

Stewardship - use resources (human and financial) responsibly and efficiently to provide services to all, especially the poor and vulnerable.

Excellence - provide the highest levels of clinical excellence and customer satisfaction possible through dedication, process improvement and innovation.

The Solution:

Saint Clare's maintains its traditional values in Health Care while employing state-of-the-art Health Care technology, including leading edge technology within its Communications Systems. Realizing the cost effective benefits of automation, Saint Clare's introduced e-IVR to its infrastructure in the summer of 2005. With a mix of customized and "off the shelf" applications, Saint Clare's has taken advantage of e-IVR's powerful capabilities in several areas of its operations.

The e-IVR Appointment Reminder gives Saint Clare's an automated out-call procedure to remind patients of upcoming appointments. This "personnel free" operation reaches out to either confirm or reschedule appointments (patients can transfer to "live" staff for scheduling), providing cost savings and recapturing lost revenue from missed appointments. With e-IVR's Community Notification, Saint Clare's can quickly notify Hospital Personnel of Emergency situations. This mass out-dialing application stands ready to "get the word out" fast when necessary, once again "personnel-free".

The most innovative (and elaborate) functionality of Saint Clare's e-IVR system is found in their custom applications for Bed Management (Admitting, Discharging, Room Cleaning and Patient Transport scheduling). This centralized "real-time" Facilities Management system performs scheduling for two of the Saint Clare's locations. A flex-up wallboard system displays the status of every bed monitored. Patients are assigned to a bed, discharged from that bed, scheduled for transport, and their room designated for cleaning, all through automation enabled by e-IVR working in tandem with Saint Claire's phone system. The fine tuned control achieved from this smooth management system allows optimum utilization of available beds. There are no empty (non-revenue producing) beds "falling between the cracks" at these Saint Claire's facilities.



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Along with traditional medical and surgical inpatient services, Saint Clare's provides a variety of other patient services, including:

Behavioral Health Services - a wide range of inpatient and outpatient behavioral health services for children, adults and families (including psychiatric, alcohol/chemical dependency, family support, etc.).

Breast Diagnostic Services - a comprehensive breast diagnostic program, including a fully accredited mammography service, diagnostic ultrasounds, and stereotactic breast biopsy.

Cancer Care - world-class treatment, superior diagnosis and testing, leading-edge medical oncology and advanced radiation therapy, and individualized care.

Cardiac Care - diagnostic testing, education, prevention and rehabilitation.

Pain Management Center - comprehensive care and treatment for those suffering from chronic, acute or cancer pain.

Pediatric Emergency Care Center – the area's first emergency center devoted exclusively to children, and is led by a board-certified pediatric emergency physician.

Pulmonary Rehabilitation - education, exercise and support to help those with chronic breathing problems.

Diagnostic Imaging (Radiology) - one of the most comprehensive diagnostic imaging programs in Northwestern New Jersey.

Regional Diabetes Center - educational and nutritional counseling and support groups for diabetes patients and their families.

Rehabilitation Services - an extensive array of rehabilitation programs to help patients reach their full potential after illness or injury, including physical therapy, occupational therapy, audiology, and speech therapy.

Sleep Center - diagnosis and treatment of sleep disorders, including insomnia, apnea and narcolepsy.

Senior Services - a long-standing tradition of caring for seniors, ranging from housing and long-term care to social, recreational and educational programs.

Above all, Saint Clare's strives to be the healthcare organization of choice in the communities that they serve by providing the best care and environment for their patients, residents, physicians and employees. Saint Clare's is deeply mindful that patients want and deserve respectful, compassionate care and the comfort of knowing that, in times of need, they are not alone.



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